

# EpicEdge Tips & Tricks

## Entering and Verifying Hospice Patient Contacts and Caregivers in Intake

There are two places that the Patient Contacts and Caregivers should be added during the intake process to ensure the CAHPS surveys can be sent out.

1. In Hospice Intake select the Patient Contacts link from the Caregivers tab.

The screenshot shows the 'Hospice Intake' screen. The 'Caregivers' tab is selected, and the 'Patient Contacts' link is highlighted with a red box. The form includes fields for 'Primary Caregiver (CAHPS Recipient)' and 'Secondary Caregiver', each with 'Name' and 'Preferred Language' input fields. The primary caregiver's name is 'Candy, Eric'.

2. Add the Patient Contact information including the address.

The screenshot shows the 'Patient Contacts' table. The 'Add Contact' button is highlighted with a red box. The table contains one entry for 'Candy, Eric' with the relationship 'Spouse' and a mobile phone number '608-555-3040'.

	Name	Relationship	Home Phone	Work Phone	Mobile Phone	Comment	Legal Guardian?
1	Candy, Eric	Spouse			608-555-3040		No

3. Add the Caregivers information by selecting the Pull Info button.

The screenshot shows the 'Caregivers' form. The 'Pull Info' button is highlighted with a red box. The form includes fields for 'Name', 'Preferred Language', 'Relationship', 'Address', 'Home Phone', 'Mobile Phone', 'Work Phone', 'City (or ZIP)', 'State', 'ZIP', 'County', 'Country', 'Primary Phone', and 'Email'. There are also 'Close' and 'Cancel' buttons at the bottom.

- Pull the Caregiver information from the Patient Contact tab and select Pull All.

**Pull Information** [Close]

Current Patient: **Patient Contact**

Name	Relation	Address
Candy, Eric	Spouse	

Information Preview

**Address Only Information**

Address: - Home phone: -

**Other Information**

**Miscellaneous**

Preferred language: English Email: -

Work phone: - Mobile phone: 608-555-3040

[Pull All] [Pull Address] [Cancel]

## Verifying the Caregiver Information Has Been Added

The **Hospice CAHPS Survey Info** report can be run to verify all patients discharged from Hospice in the previous month have complete Caregiver demographics information.

There are columns on the report for Caregiver Name, Address, City, State and Zip. If these columns are blank for any patient, you can access **Intake** from the report to add the needed information.

Hospice CAHPS Survey Info [12177788] as of Mon 6/12/2023 10:55 AM

Chart [Intake] FYI Hospice Discharge/Non-Admit

Detail List Explore

Filter

Care Team Assignment	Episode ID	Patient Name	POS Department	Hospice Discharge Date	Patient Status	Patient Types	No CAHPS?	Caregiver Name	Caregiver Address	Caregiver City	Caregiver State
HSPC1			TMCAH HSPC LAWRENCE	05/19/2023	Alive		No [0]				
HSPC1			TMCAH HSPC LAWRENCE	05/28/2023	Deceased		No [0]				
HSPC1			TMCAH HSPC LAWRENCE	05/15/2023	Deceased	Verified with no Medicare	No [0]				
HSPC1			TMCAH HSPC LAWRENCE	05/28/2023	Deceased		No [0]				
HSPC1			TMCAH HSPC LAWRENCE	05/20/2023	Deceased		No [0]	GOLDSMITH...			